

Energy Efficiency Satisfaction

1st January to 30th June 2026

2024	Mid-year	End of year	
87.5%	94.1%		⬆️ Satisfied with how Orwell communicated with them and kept them updated
87.5%	94.1%		⬆️ Satisfied with how the contractor communicated with them and kept them updated
75.0%	94.1%		⬆️ Satisfied with the quality of work
87.5%	94.1%		⬆️ Satisfied with the attitude and respectfulness of the operative/contractor
87.5%	94.1%		⬆️ Satisfied with the tidiness of the operative/contractor
50.0%	94.1%		⬆️ Overall satisfaction with the service
29.0%	37.8%		⬆️ 17 out of 45 customers responded to the survey

Customer Sentiment



5 comments



1 comment



4 comments

The overall feedback appears to be generally positive, with several residents expressing satisfaction with both the service and the completed works. However, there are some comments relating to the quality of the experience during installation, communication, and perceived benefits of the improvements. The negative feedback is largely focused on specific issues rather than the overall programme.



Positive themes

Quality of service

- Residents described the service as excellent and expressed overall satisfaction

Quality of workmanship

- Positive feedback was received about the workers and the finished outcome of the works



Improvement themes

Protection of homes during works

- Feedback suggests opportunities to further minimise dust and debris and better protect residents' belongings while work is being carried out.

Care around gardens and property

- A small number of residents highlighted accidental damage to personal property and gardens, indicating the importance of maintaining care around external areas.



Positive themes

Positive outcomes

- Some residents felt happy with the results achieved through the improvements



Improvement themes

Completion and communication of works

- One resident indicated that insulation works had not yet been completed, suggesting opportunities to improve progress updates and completion timescales.

Perceived benefits of improvements

- One respondent reported not seeing any benefit from the installed system, which may indicate a need for clearer communication about expected outcomes or system usage.